

Microsoft Outlook – Using electronic mail

Description: During the course, each participant will be familiarised with the tools and will acquire skills enabling organisation and shared use of information on the computer and communication with other people using the Microsoft Outlook program.

Duration: 8 hours

Initial requirements: Basic ability of using a computer using the Windows operating system.

For whom: The course is addressed to those responsible for efficient operation of the office, organization of cooperation, meetings, and management of electronic mail and contacts.

Module: Management of electronic mail

- 1) **Introduction**
 - a. Definitions and terms referring to handling electronic mail
 - b. Discussion components of electronic mail
- 2) **Organising received and sent messages**
 - a. Configuring e-mail account
 - b. Inbox
 - c. Outbox
 - d. Adding personal folders
 - e. Flags and message categories
- 3) **Preparing and editing messages**
 - a. Defining recipients
 - b. Editing message
 - c. Types and priorities of messages
 - d. Message options
 - e. Message formats
 - f. Adding attachment
- 4) **Electronic mail tools**
 - a. Organise
 - b. Message Rules and alerts
 - c. Mailbox cleaning
 - d. Message signatures
 - e. Downloading message headers
 - f. Delegating mailbox
 - g. Archiving

Module: Contacts

- 1) **Creating and managing contacts**
 - a. Adding contacts
 - b. Creating addressee groups
 - c. Creating a distribution list
 - d. Searching contacts

- 2) **Using the address book**
 - a. Sending messages and invites for meetings for groups
 - b. Sharing contacts with co-workers

Module: Calendar

- 1) **Calendar configuration**
- 2) **Discussing basic terms:**
 - a. Event
 - b. Date
 - c. Meeting
- 3) **Discussing basic operations:**
 - a. Planning
 - b. Removing
 - c. Modifying and accepting meetings, dates, recurring events
- 4) **Calendar personalisation working hours, days off, etc.**
- 5) **Resource management and meeting organisation**
 - a. Free time of participants
 - b. Free time of participants
 - c. Location of meetings
- 6) **Sharing calendar and organising calendar for other people**

Module: Tasks

- 1) **Creating and delegating tasks**
 - a. Creating single and recurring events
 - b. Assigning a task to another person
 - c. Accepting and rejecting tasks
- 2) **Executing tasks**
 - a. Task control during execution
 - b. Sending report concerning tasks
- 3) **Organizing tasks**
- 4) **Grouping tasks by different criteria**
- 5) **Searching tasks**

Module: Register

- 1) **Types of Registry items**
- 2) **Registering actions**
 - a. Configuration of automated registration
 - b. Manual entry of Register items

c. Opening, modifying and removing Register items

3) Management of Register items

4) Controlling the time of executing various actions

Module: Notes

1) Creating notes

2) Organizing notes

- a. Categories
- b. Colours

3) Organising notes

- a. Sorting
- b. Filtering

Module: Additional tools

1) Public folders

- a. Viewing public folders
- b. Editing public folders
- c. Granting authorisations for folders
- d. Creating new public folders

2) Management of data files (PST)

- a. Data import
- b. Data export

3) Tools available in Microsoft Outlook

- a. Configuration of connections
- b. Antispam filter